Hours Lost Due to Work Related Injury/Illness
Metro Animal Services
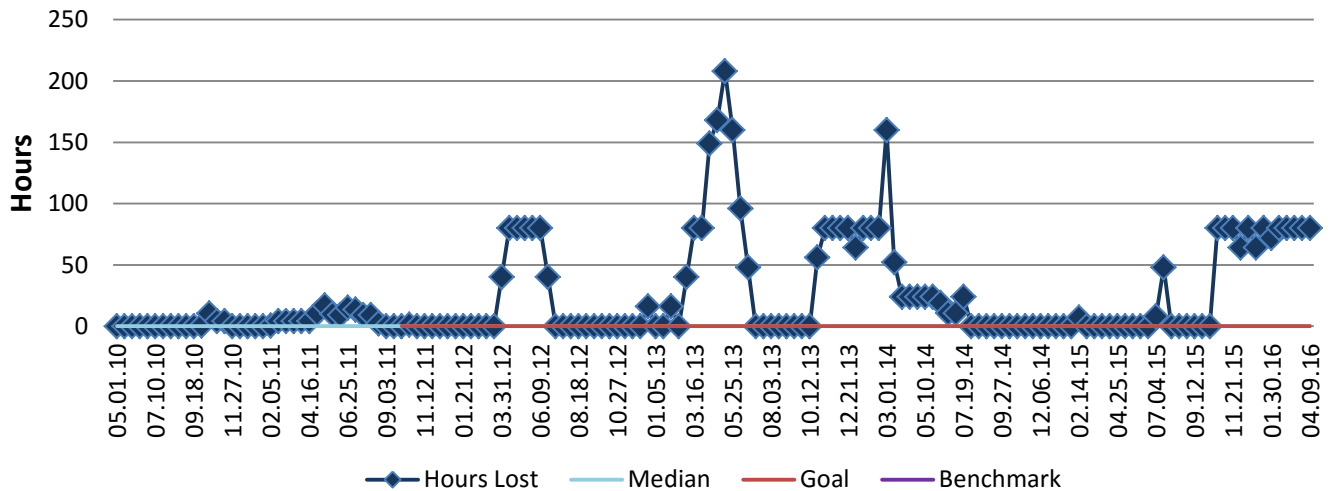
KPI Owner: Jessica Montgomery | **Process:** Safety Management

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: CY 14, 652 Hours Goal: Reduce hours lost to zero Benchmark: TBD	Data Source: Payable Time PeopleSoft Goal Source: Scope Summary Benchmark Source: TBD	Plan-Do-Check-Act Step 3: Determine and quantify root causes Measurement Method: The total number of hours per month employees were absent due to a work place injury or an illness contracted at work, rate calculated by dividing by total standard hours Why Measure: Minimize number & severity of workplace injuries/illness Next Improvement Step: Evaluating potential hazards in facilities and looking for ways to improve safety conditions.

How Are We Doing?

04.12.15-04.09.16 12 Month Goal	04.12.15-04.09.16 12 Month Actual		03.27.16-04.09.16 Goal	03.27.16-04.09.16 Actual	
0	**1,056**	🔴	**0**	**80**	🔴
Hours	Hours		Hours	Hours	

Hours Lost Due to Work Related Injury/Illness

Good

Legend: Hours Lost, Median, Goal, Benchmark

The seven basic quality tools, "5 Whys" technique, brainstorming and other methods will be applied to the measure graphed above. The purpose of using the tools/methods is to understand what makes performance less than desirable if performance is not best in class.